

 Preview Solution CBR-2526-4

Parking Heater Inoperative - VN (4) - PR (4) - AN (4)

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Valid For

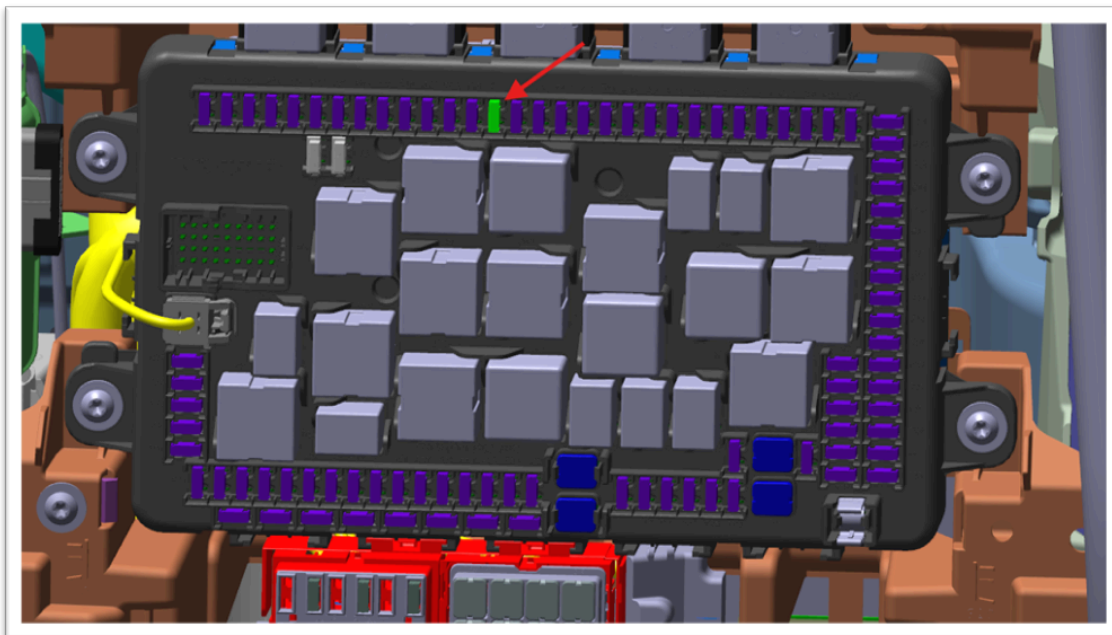
Volvo Chassis - VN (4)

Mack Chassis - PR (4), AN (4)

Model Year - 2025 to Current

The purpose of this CBR is to address driver complaint of parking heater inoperative.

NOTE: As a preventative maintenance action, please perform a parking heater power reset on ALL VN(4) and PR(4) trucks equipped with the Eberspacher unit. This will reset the fault count in the parking heater and mitigate the chance that the parking heater will lock over the course of the winter. The appropriate fuse for the power reset is fuse F14 in the Cab FRC (pictured below). For procedure please navigate to IMPACT, under Info type use Bulletins/Information, select Eberspacher Auxiliary Heater Troubleshooting and Repair Manual and navigate to section 4.3 Unlocking the control box.



This CBR will address 2 different parking heater concerns: Lock Outs and Time Outs.

Lock Outs:

1. Symptoms:

Determine if the parking heater is locked out by pressing the parking climate button on the **Driver-Environment Control Module (DECM)**. If the light on the button remains lit for 3-5 seconds and then turns off, the parking heater is locked. **NOTE** that DTCs are not a reliable means of determining if the parking heater is locked.

2. Resolution process

a. Attempt to Clear the Over Temperature Lock

The parking heater may lock out due to 10 consecutive settings of an internal over temperature fault.

To resolve a parking heater lock for over temperature faults, please perform a power cycle as per the Eberspacher Auxiliary Heater Troubleshooting and Repair Manual and navigate to section 4.3 Unlocking the control box.

After the reset is complete:

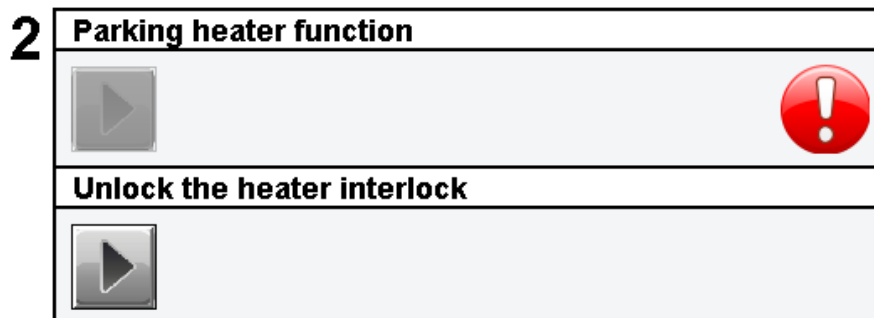
- i. If the parking heater functions normally, the lock has been cleared. Refer to step 3 before releasing the truck to the customer.
- ii. If the parking heater remains locked, proceed to step b.

b. Attempt to Clear Locks from Other DTCs

Other DTCs internal to the Eberspacher unit may lock the parking heater after 10 consecutive settings. **NOTE** that these locks cannot be removed with a power cycle – the PTT operation *8750-06-03-03 Parking heater function* must be used.

NOTE: There is currently one potential root cause for these additional DTCs - Please ensure that the fuel delivery line to the parking heater is not blocked or obstructed before attempting to unlock the unit.

If the parking heater is locked, the Parking heater function (step 2) will show a red error circle. This should enable the ability to click the play button on the 'Unlock the heater interlock' step.



- i. If the interlock successfully clears, test the parking heater to ensure normal functionality. If the parking heater functions normally, the lock has been cleared. Refer to step 3 before releasing the truck to the customer.
- ii. If the option to clear the interlock remains grayed out, proceed to step c.

NOTE: If the option to clear the interlock remains grayed out, DO NOT make additional attempts to run the operation. Repeat use of 'Fill Fuel Lines' (step 1) will cause fuel leaks

c. If Unable to Clear the Lock from PTT

If Parking heater function (step 2) shows an error and the option to

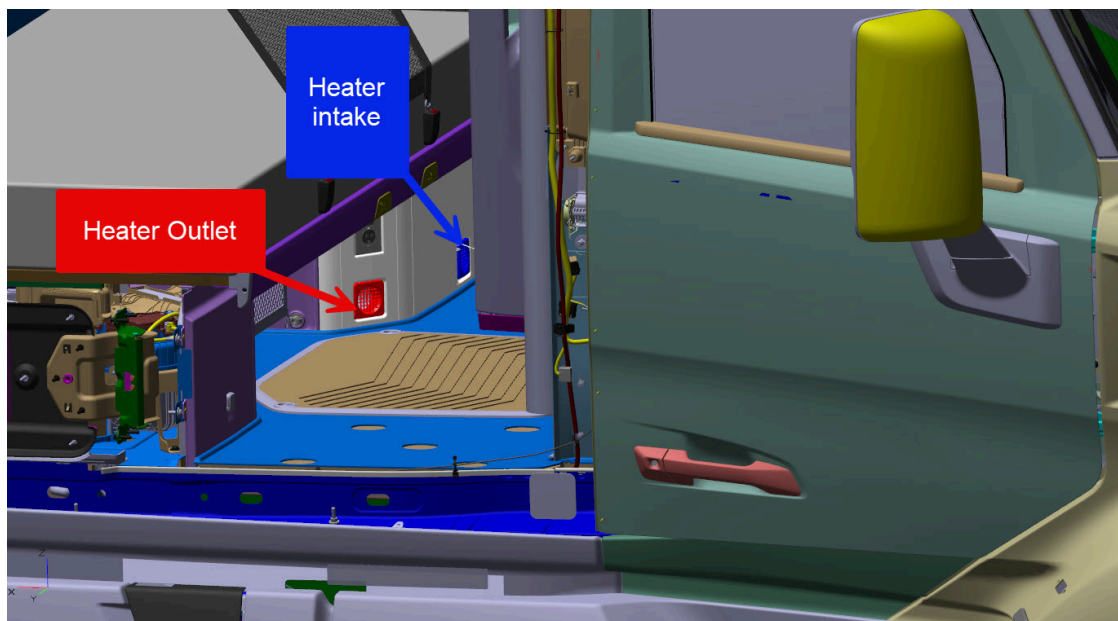
unlock the interlock (step 3) remains grayed out, please open an eService case.

3. Mitigating Future Locks

To mitigate the occurrence of future parking heater locks, please instruct the customer in the following information:

- a. Over Temperature faults are set specifically during parking heater cleaning sessions. When a parking cleaning session is active, ensure that:
 - i. The inlet and outlet vents are not obstructed
 - ii. The luggage compartment is not over-cluttered
 - iii. The windows and luggage compartment are open to reduce ambient air temperature





b. Customers can also be instructed to ignore parking heater cleaning requests for the duration of the winter. These cleanings are unnecessary while the parking heater is under regular useage during the cold season.

Time Outs

1. Symptoms:

eService cases have been submitted with customer complaints of the parking heater shutting off overnight. NOTE that in most instances, this should not occur due to over temperature or lock outs.

2. Resolution Process

a. Clarify the Customer Complaint

The parking climate system was designed to automatically shut off after 10 hours of use. Speak with the customer to determine if this is the cause of the overnight shut off.

- i. When did the customer activate parking climate?
- ii. When did the customer notice that the parking climate turned off?

b. Submit an eService Case

Please submit an eService Case with a detailed explanation of the above information from the customer. Technical Support will want to know when the parking climate was activated and when it turned off before proceeding with the case.

Related links and attachments

No links or attachments available



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